

ACTIVE CASES
Analysis November 2004 QA Results for Food Stamps

Sample Size: 85
(drops excluded)

Totals for November 2004:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2005 ERROR RATE
STATEWIDE	\$17,217.00	11	\$1,073.00	6.2%	4.4%
MILWAUKEE	6,853.00	6	758.00	11.1%	6.8%
BAL- STATE	10,364.00	4	315.00	3.0%	2.6%

ERROR CAUSES BY TYPE

9- Agency Preventable Errors
1- CARES Error
1- Client Error

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Of the Agency Preventable Errors, 4 were in Milwaukee, two in Kenosha County, and one each in Iowa Fond du Lac and Ozaukee Counties. There was one Client Reporting Error in Milwaukee Co. and one "CARES" error in Milwaukee Co.

TYPES OF A.P.E. ERRORS (9):

- **Regular Earned Income (4):**
Failure to act on data exchange regarding UC and job ending
Failure to budget correct number of work hours (2 cases)
Failure to end employment income or otherwise verify client statement the job ended
- **Student (1):**
Eligible student was excluded: she became eligible when she reported child born.
An "intelligent driver flow in Worker Web could resolve this issue of forgetting to go to ANSE to update "meets caring for child requirement." Question.
- **Child Support (1):**
Failure to act on known information
- **Shelter(1):**
Failure to verify rent at application
- **Household Composition (1):**
Income from ineligible alien not correctly prorated to the FS group
- **SSI (1):** Agency added the State SSI portion to the Federal SSI screen, and consequently when an auto-update occurred to the Fed SSI screen the state portion was taken off, with the result that the state SSI was never budgeted.

TYPES of CLIENT ERRORS (1):

Earned Income : At review, the client failed to report her job had ended. The agency budgeted earnings based on the pay stubs she presented.

CARES Error (1):

TFS didn't start when it should have after W2 payment tier closed.

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE?

Four of the errors were made at application, one at review and four at reported change.

WHEN WERE THE CLIENT ERRORS MADE?

The one client error was made at a review.

TRENDS OR RECOMMENDATIONS:

The error rate in Milwaukee was an alarming 11.1% compared to the balance of the state at 3.0%. A.P.E.'s accounted for \$536 of the \$758 total Milwaukee error dollars. Most of these Milwaukee Agency Preventable Errors involved incorrect budgeting of earned income and not acting on alerts. The dollars reviewed in Milwaukee were 40% of the total state's, but the error dollars in Milwaukee were 71% of the total. If the A.P.E's hadn't occurred the Milwaukee error rate would have been 3.2%. Obviously the improvement efforts must be targeted in Milwaukee County.

BIGGEST CONTRIBUTORS": The cases that caused the largest dollar errors for November 2004 (including client errors):

Milwaukee County, \$243 Agency Preventable Error: The agency budgeted employment as 25 hours per week, while the employer form shows she is scheduled for 50 hours a week. No other evidence could be found to validate what the agency's reasoning was.

Milwaukee County, \$139 Agency Preventable Error: At application, the agency budgeted earnings that the customer reported had ended.

Milwaukee County: \$126 Client Error: At re-certification interview the customer failed to report her job had ended, and consequently the agency budgeted earnings from the pay stubs she provided.

Mbw

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